

IBM Tealeaf Customer Experience
Version 9 Release 0.2
September 18, 2015

*IBM Tealeaf Customer Experience
Release Notes for 9.0.2 and 9.0.2A
EICS*



Note

Before using this information and the product it supports, read the information in "Notices" on page 19.

This edition applies to version 9, release 0, modification 2 of IBM Tealeaf Customer Experience and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. 9.0.2 Release notes

These are the general Release Notes for IBM Tealeaf Customer Experience 9.0.2 and 9.0.2A Enhanced International Character Support (EICS).

For more information about Release Notes for the IBM Tealeaf CX Passive Capture Application, see *IBM Tealeaf Release Notes - CX Passive Capture Application*.

For more information about Release Notes for IBM Tealeaf UI Capture , see *IBM Tealeaf UI Capture Release Notes* .

For more information about Release Notes for IBM Tealeaf Android SDK, see *IBM Tealeaf Android SDK Release Notes*.

For more information about Release Notes for IBM Tealeaf iOS SDK, see *IBM Tealeaf iOS SDK Release Notes*.

Differences between V9.0.2 and V9.0.2A - Enhanced International Character Support (EICS)

There are two versions of this release of IBM Tealeaf Customer Experience; V9.0.2 and V9.0.2A - Enhanced International Character Support (EICS).

In IBM Tealeaf Customer Experience V9.0.2A - Enhanced International Character Support (EICS), IBM Tealeaf provides the following enhancements, which are not available in IBM Tealeaf Customer Experience V9.0.2.

- Support for all common web page encodings, including those commonly used for Japanese, Chinese, and Korean.
- Improved encoding, searching, filtering, and collation operations on non-ASCII data (characters outside of A-Z, a-z, 0-9, and common punctuation).
- Support when the user data being processed is not the same as the native character encoding of the operating system. For example, IBM Tealeaf components can process Arabic data on a French Windows operating system.

Note: IBM Tealeaf CX RealiTea Viewer v9.0.2A does not have these additional features. It contains the same enhancements as V9.0.2.

Note: IBM Tealeaf Customer Experience V9.0.2A - Enhanced International Character Support (EICS) should only be used if you require the additional features that are provided by this version. If you do not require these additional features, install IBM Tealeaf Customer Experience V9.0.2.

Note: The following IBM Tealeaf products and components do not have a separate installer that is specific to IBM Tealeaf Customer Experience V9.0.2A. You can use the V9.0.2 installation files to enable the following products in your IBM Tealeaf Customer Experience V9.0.2A environment:

- IBM Tealeaf CX Mobile
- IBM Tealeaf cxOverstat
- IBM Tealeaf cxImpact
- IBM Tealeaf cxView

- IBM Tealeaf cxConnect for Web Analytics
- IBM Tealeaf cxConnect for Voice of Customer

In V9.0.2, IBM Tealeaf provides the following enhancements. These features are also available in V9.0.2A - Enhanced International Character Support (EICS).

- Culturally correct user interface: Updated Portal user interface components to accept and present numbers, dates, times, and calendars to reflect the user's cultural preference.
- Additional user interface translations: Japanese, Chinese (Simplified), Chinese (Traditional), and Korean.
- Additional localized product documentation: The product documentation set is translated into all supported languages (German, French, Spanish, Brazilian Portuguese, Japanese, Chinese (Simplified), Chinese (Traditional), and Korean).

Latest versions

Latest versions provides the build numbers for the latest versions of the IBM Tealeaf products documented in these release notes.

Table 1. Build numbers for latest versions of IBM Tealeaf products

Product	Build number	As of Date
IBM Tealeaf Customer Experience V9.0.2 and related products	9.0.2 1046	June 18, 2015
IBM Tealeaf Customer Experience V9.0.2A and related products	9.0.2A 5094	June 18, 2015
IBM Tealeaf CX Passive Capture Application	3680 Note: The following information applies to IBM Tealeaf with EICS enablement. 3730 (for IBM Tealeaf version 9.0.2A with EICS)	June 18, 2015
IBM Tealeaf UI Capture	4.1.0	June 18, 2015
IBM Tealeaf Android SDK	9.0.0.13	June 18, 2015
IBM Tealeaf iOS SDK	9.0.0.23	June 18, 2015

Note: You must have an active customer support account for the latest versions of IBM Tealeaf Customer Experience and IBM Tealeaf CX Passive Capture Application. For more information, go to support.ibmcloud.com.

About IBM Tealeaf Customer Experience build numbers

At the bottom of each Portal page, you can see the full build number for the installed Portal as a series of four numbers: A.B.C DDDD.

- A - Major release version number.
- B - Minor release version number. Minor releases are incremental improvements to a major release.
- C - Modification release number. Modification releases are incremental improvements to a minor release.

- DDDD - The unique build number. This number indicates the number of official builds that have been published for the release.

Note: When contacting IBM Tealeaf Customer Support, have the unique build number available.

Required PCA Build

PCA requires a specific build as documented here.

A PCA Build 3680 is required for IBM Tealeaf Release 9.0.2.

A PCA Build 3730 is required for IBM Tealeaf Release 9.0.2A with EICS support.

For more information about the Passive Capture Application (PCA), see *IBM Tealeaf Passive Capture Application (PCA) Manual* and *IBM Tealeaf Passive Capture Application (PCA) Release Notes*.

Supported browsers

IBM Tealeaf supports multiple browsers.

Supported browsers are listed in the *IBM Tealeaf cxImpact User Manual*.

IBM ExperienceOne Knowledge Center

Starting with version 9.0.2, you can view product documentation in IBM ExperienceOne Knowledge Center, which includes documentation for all of the products in the ExperienceOne family.

Use IBM ExperienceOne Knowledge Center to:

- search across all documentation for a particular product.
- search across all of the products in the suite.
- bookmark topics.
- share links to specific topics.
- access IBM support and educational resources.

You can view common task and concept topics in IBM Tealeaf production documentation, including troubleshooting, and support documentation the same way you have in prior releases, by using the ? icon on the IBM Tealeaf portal and selecting **Product Documentation**.

To view help for a page, select ? > **Help for This Page** from the Portal.

To get documentation on all other IBM products, use the IBM Knowledge Center at <http://www.ibm.com/support/knowledgecenter/>.

IBM Tealeaf CX

The following features are new to IBM Tealeaf CX.

Globalization improvements

IBM Tealeaf now supports time zones with offsets relative to Coordinated Universal Time (UTC) that are not full-hour offsets, such as India Standard Time

(IST). Additionally, IBM Tealeaf administrative interfaces, which include the Tealeaf Portal, are translated to supported languages.

Administrative interfaces for the following components are now translatable for all supported languages:

- Event manager
- Portal management
- IBM Tealeaf cxConnect
- IBM Tealeaf cxVerify

New data preaggregator server

The data preaggregator is used in large-scale environments such as within an environment that includes multiple data centers. The data preaggregator can reduce the overall data flow from canisters to the data collector, which improves the performance of the data collector and reduces the amount of data that is sent over the network.

The data preaggregator operates as a service (TL_DataPreaggregator) on a dedicated server within the data center. When the preaggregator is enabled within a data center, the preaggregator server hosts an extra canister and an agent that collects data from all of the other canisters. The preaggregator agent downloads and aggregates the data, then stores the data to a single canister that is hosted on the data preaggregator server. The preaggregator enables the data collector to retrieve the data from the single preaggregator canister instead of retrieving the data from multiple canisters. Downloading the aggregated data from the preaggregator server reduces the amount of data that is sent over the network to the data collector and improves the performance of the data collector by reducing the amount of processing that must be done by the data collector.

Multiple data preaggregators can be deployed to improve performance in large-scale data centers. Depending on the amount of data that is collected, a typical data preaggregator can process the data of 10 to 15 canisters. A single data collector collects the data from each data preaggregator. Data preaggregators do not transfer data between themselves. If a data preaggregator goes offline, the canisters that are associated with that preaggregator continue to save the data until the data preaggregator comes online again. When a data preaggregator comes online, the preaggregator agent begins downloading the data from each canister.

For more information about the data preaggregator server, see the *IBM Tealeaf cxImpact Administration Manual*.

Support for VMware

IBM Tealeaf can be deployed within a VMware vSphere 5.5 virtual environment. IBM Tealeaf requires that the virtual servers meet the same requirements as a physical server.

The following limitations apply to IBM Tealeaf deployed within a VMware vSphere 5.5 virtual environment:

- Limit throughput for up to 500 Mbps. The CX Passive Capture Application supports throughput for up to 500 Mbps. Environments with throughput rates greater than 500 Mbps can experience packet loss at the CX Passive Capture Application.

- You must disable multi-queue support in the VMware virtual network driver. Multi-queue support is automatically enabled by default when VMware is installed. If multi-queue support is not disabled, the packets that are sent to the CX Passive Capture Application might become out of order and result in the CX PCA dropping the packets.

User interface improvements

New improvements to the user interface help the usability and readability of the IBM Tealeaf portal and its components and also provide a common user experience with other IBM Experience One products.

Result Set Extract (RSE) is discontinued

The Result Set Extract (RSE) feature is discontinued in IBM Tealeaf V9.0.2. RSE is not available in any IBM Tealeaf V9.0.2 environment, including any environment that is upgraded to IBM Tealeaf V9.0.2. Support for RSE in V9.0.1 and earlier versions will be discontinued in September 2016.

cxImpact

The following features are new to IBM Tealeaf cxImpact.

Modifications to version checking

IBM Tealeaf Version 9.0.2 and later implements version checking differently than earlier versions.

For mobile sessions rendered with SDK version 5.0.0.0 or later, and with the Tealeaf templates shipped with version 9.0.2 or later, IBM Tealeaf performs version checking on the `type10` message only.

For a list of the publications with information about how IBM Tealeaf Version 9.0.2 implements version checking, see Reference table for documentation about version checking.

Table 2. Reference table for the documentation about version checking

For information about. . .	See . . .
how version checking works in IBM Tealeaf Version 9.0.2	"Version checking and Tealeaf templates" in the <i>IBM Tealeaf CX Configuration Manual</i> .
upgrading the Replay Server to get the latest Tealeaf templates.	"Updating Tealeaf templates" in the <i>IBM Tealeaf CX Configuration Manual</i> .

Support for multiple web views

Prior to Version 9.0.2, a limitation prevented hybrid replay from supporting more than 1 web view.

In version 9.0.2 of IBM Tealeaf, hybrid replay in BBR supports multiple web views.

Added a 64-bit version of the Replay Sever

During the initial IBM Tealeaf CX installation, one Replay Server is installed. This server is initially designated as the master Replay Server. By default, the Replay Server installed is 32-bit.

IBM Tealeaf 9.0.2 provides a 64-bit version of Replay Server. The 64-bit Replay Server supports loading a larger number of sessions on a single replay server. To employ the 64-bit replay sever, you need to run a command that points the Replay Service to the 64-bit executable.

For a description of how to run the command that points the Replay Service to the 64-bit executable, see "Switching to a 64-bit Replay server" in the *IBM Tealeaf CX Configuration Manual*.

Icon support for unresponsive gestures

IBM Tealeaf Version 9.0.2 provides icon support for unresponsive gestures at replay.

In version 9.0.2, unresponsive gestures are displayed graphically in Browser Based Replay as orange outlined icons accompanied by a circled "X" .

See "Unresponsive gesture events captured" in the *IBM Tealeaf cxImpact User Manual* for examples and descriptions of the icons that display in Browser Based Replay for unresponsive gestures.

For a description and list of supported gesture controls, see "Responsive and unresponsive gesture controls" in the *IBM Tealeaf cxImpact User Manual*.

Support for new RequestModify replay rule

IBM Tealeaf Version 9.0.2 supports RequestModify rule.

Replay rules are typically written by IBM Tealeaf Professional Services and internal teams. Contact IBM Tealeaf professional services or your account representative for assistance with writing and implementing the RequestModify rule.

Support for adding white list domain rules to the Replay Server profile

IBM Tealeaf Version 9.0.2 supports adding white list domain rules to the Replay Server profile.

For instructions on how to add white list domain rules to the Replay Server profile, see "Adding a white list domain rule to the Replay Server profile" in the *IBM Tealeaf cxImpact User Manual*.

Improvements to page load detail page

IBM Tealeaf Version 9.0.2 improves the user interface for the Page Load Details window by providing graphical indicators to the codes and state of the loaded page.

For a description of the enhancements see "Working with the Page Load details window" in the *IBM Tealeaf cxImpact User Manual*.

Additional CEP session agent documentation

IBM Tealeaf Version 9.0.2 includes additional documentation about the schema that is used by the CEP session agent to deliver messages to receiving systems.

See "CEP session agent schema" in the *IBM Tealeaf cxConnect Data Analysis Administration Manual* for detailed descriptions of the schema and for samples of the CEP output.

cxOverstat

The following features are new to IBM Tealeaf cxOverstat.

Tealeaf Redesign

In order to maintain a consistent look and feel across IBM Commerce products, IBM Tealeaf enhanced the OnPrem user interface. Product structure remains the same, while certain elements received a facelift. Areas that underwent changes include the login page, dashboard, search, session list and top navigation menu. This will improve the overall user experience and provide a generally enhanced aesthetic.

Overlays for Native Mobile

Using IBM Tealeaf cxOverstat, you can now gain insight into how customers are interacting with your native mobile application on their mobile devices. Tealeaf cxOverstat supports Heat Maps, Comparison Analytics, Link Analytics, Form Analytics, and Color Contrast Analytics overlays for native mobile applications. With these overlays you can view where customers have tapped the screen on their mobile devices, regardless of whether there is a responsive element in that location. You can then delve into each tap and analyze customer interactions within each overlay through BBR or the Snapshot Gallery.

CX Mobile

The following features are new to IBM Tealeaf CX Mobile.

- Geolocation data capture
You can log geolocation information for the users of your applications.
You can configure automatic geolocation logging when the application starts.
- Geolocation API
You can use use APIs to log geolocation information at specific places in your application.
- Geolocation JSON messages
A GeoLocation message logs a user's location information.
The message consists of a control identifier and a GeoLocation value.
- Many new fields have been added to the JSON messages.
- CX Mobile now supports integration with the Swift programming language.
- In version 9.0.2 you can use custom events to trigger DOM capture.
- A feature that delays DOM capture until frames load XPATH instead of dynamic IDs for application controls that do not have IDs assigned to them by the programmer.
This makes it possible to create events and reports for specific controls and the IDs will no longer change dynamically.

For information about these features, see the *IBM Tealeaf CX Mobile User Manual* and the *IBM Tealeaf Event Manager Manual*.

Chapter 2. Build notes

Build notes list and describe the issues that are addressed in the individual builds for the release, and also provide descriptions of new features and dependencies.

IBM Tealeaf recommends upgrading to the latest available build for any release whenever possible.

Release 9.0.2 general availability

The general availability for IBM Tealeaf Version 9.0.2 is June 18, 2015.

Installation notes

Use the installation notes to help you prepare for installing the software.

- Consult the *IBM Tealeaf CX Installation Guide* for information about installing Internet Information Services (IIS) and enabling .NET framework.
Install IIS Manager to manage IIS.
- Verify that Microsoft IIS is installed and configured to use .NET 4.5 on your IBM Tealeaf servers.
- On Windows Server 2008 servers, when you install Microsoft IIS, the IIS Manager is not installed. You must install the IIS Manager and ensure that ASP pages are allowed.
- If you decide to enable your Windows firewall, you must configure firewall openings for bidirectional communication.
See the *IBM Tealeaf CX Installation Guide* for information about what ports need to be opened if you decide to leave the firewall enabled. You can do disable or enable the firewall through the **Windows Control Panel**.
- Set the slide bar to **Never notify** to disable when you are notified about changes to your computer through User Access Control in the **Windows Control Panel**. Restart your computer after you change this setting.
- Ensure that Mixed Mode is set in Microsoft SQL Serv Management Studio in **properties** and **security**.
- Verify that SQL Server is configured for TCP/IP and listening on the port referred in the report server configuration through the **SQL Server Configuration Manager**.
- Run SETUP.EXE, not IBMTealeafCX.msi.

9.0.2A 5094 - Enhanced International Character Support (EICS) build issues

In addition to any IBM Tealeaf V9.02 build issues, use the information documented here to learn about known issues in IBM Tealeaf V9.0.2A 5094 - Enhanced International Character Support.

For information about V9.0.2 build issues, see “9.0.2 1046 build issues” on page 10.

- The long term canister trims data one day earlier or one day after the configured length of time. The long term canister does not support daylight savings time.
- Half-hour time zones such as the IST time zone are not supported.

9.0.2 1046 build issues

There are known issues with the 9.0.2 1046 build, as documented here.

The following are known issues of the 9.0.2 1046 build.

- When replaying sessions from mobile devices, Browser Based Replay expects a portrait display orientation where the height is greater than the width (height > width) .
Browser Based replay does not replay sessions correctly if the portrait display orientation has a width that is greater than the height (width > height). For example, if the portrait mode orientation of the device is W960 x H460, Browser Based Replay will not replay the session correctly.
- Xamarin is no longer supported.
- The improvements made to the user interface for version 9.0.2 do not yet extend to the entire product - some areas of the UI remain unchanged.
- When upgrading to version 9.0.2, duplicate data under Search Templates is displayed for "Fields" and "Columns".

Fix pack 1 build notes

IBM Tealeaf 9.0.2 and 902A fix pack 1 is a full IBM Tealeaf upgrade that can be used to upgrade your existing IBM Tealeaf deployment.

The fix pack supports upgrading from IBM Tealeaf 9.0.2 and 9.0.2A and later global versions.

Note: When you are upgrading an IBM Tealeaf deployment, upgrade the IBM Tealeaf software on all of the servers in your IBM Tealeaf environment. Installing the 9.0.2 and 902A fix pack 1 is similar to installing a major upgrade. Run setup.exe to start the installation process. For more information on installing IBM Tealeaf, see the *IBM Tealeaf CX Installation Manual*.

This fix pack is compatible with browscap.csv version 6006 and WURFL version db.scientiamobile.com - 2015-08-30.

Known issues

The following known issues exist in fix pack 1:

- **PCA compatibility issue related to Rivest Cipher 4 (RC4)**
Fix pack 1 *does not* support Rivest Cipher 4 (RC4).
Running Tealeaf 902 fix pack 1 with a version of the PCA *that does* support RC4 can result in compatibility issues.
To avoid these compatibility issues, it is recommended that you install the latest version of PCA, which can be found on IBM Fix Central.
 - 9.0.2_IBMTealeaf_PCA-3682-2_SecurityRollup_FixPack
 - 9.0.2A_IBMTealeaf_PCA-3732-2_SecurityRollup_FixPack
- **Issues with swipe and pinch gestures**
Swipe and pinch gestures from hybrid applications do not animate during replay.
- **Issues with swipe and pinch gestures across multiple web views**
When an app has two or more web views and the user swipes from web view 1 to web view 2, the interaction is not captured.

- **An issue with highlighting XPath with chrome renderer**

The <h4> html tag when queried from DOM using Javascript is displayed as <h>. Thus, the renderer is unable to find and highlight the element.

New Features

The following features are available with fix pack 1:

- DOM Diff

The DOM Diff feature applies only the differences (diffs) for the captured DOM when replaying the session.

By processing the DOM Diffs only, you can reduce the size of the captured session. Reducing the size of the captured session can improve replay performance.

Table 3. Topics about DOM Diff.

For information about. . .	See . . .	Knowledge Center link
what DOM Diff is and how it works.	"DOM Capture and Replay" in the <i>IBM Tealeaf CX UIC SDK 4.1 Guide</i> . Note: This topic is also in the <i>IBM Tealeaf cxImpact User Manual</i> .	DOM Capture and Replay
enabling the DOM Diff service	"Configuring settings and features with the Configuration wizard" in the <i>IBM Tealeaf CX UIC SDK 4.1 Guide</i> .	Configuring settings and features with the Configuration wizard

The DOM Diff feature in this fix pack requires IBM Tealeaf CX UIC SDK Version 5.0.

- Sort by Timestamp

The option **Sort > Use Timestamp** has been added to the Options menu of the Browser Based Replay user interface.

Table 4. Topics about sorting UI events by Timestamp.

For information about. . .	See . . .	Knowledge Center link
the Sort > Use Timestamp option	"Options menu" in the <i>IBM Tealeaf cxImpact User Manual</i> .	Options menu
sorting UI events by timestamp	"Sorting session events by timestamps" in the <i>IBM Tealeaf cxImpact User Manual</i> .	Sorting session events by timestamps

- Capture type identifier added to the Browser Based Replay user interface

A new identifier named **Capture** has been added to Page statistics banner of the Browser Based Replay user interface.

Per hit selected, the identifier specifies the "type" of capture for the page. Knowing the capture type of a page can expedite the process for changing the capture type if need be.

Table 5. Topics about the Capture type identifier

For information about. . .	See . . .	Knowledge Center link
the Capture type field	"Page statistics" in the <i>IBM Tealeaf cxImpact User Manual</i> .	Page statistics

- Information about modifying the Canister Safety Limits [BB] event has been added to the documentation

The documentation has been modified to include information about modifying the byte size of the Canister Safety Limits [BB] event for sessions that include captured DOM.

A new step explaining why you might need to increase the byte size and how to do it has been added to the topic "Configuring IBM Tealeaf DOM capture and replay" in the *IBM Tealeaf CX UIC SDK 4.1 Guide* .

Note: This topic is also in the *IBM Tealeaf cxImpact User Manual*.

- Knowledge center link: Configuring IBM Tealeaf DOM capture and replay

- IBM Tealeaf Version 9.0.2 fix pack 1 includes a Replay server with Java components for replaying DOM Diff sessions.

To support the Java implementation, the following two components have been added to the IBM Tealeaf installer:

- IBM Java 8 runtime
- IBM WebSphere Liberty

Note: These two components increase the size of the IBM Tealeaf installation by 200 MB.

If you plan on utilizing the Java implementation, make sure port 38004 is available.

- To remedy a security issue with DHE key negotiation (Logjam) in Transport Layer Security (TLS), the use of DHE is disabled and ECDH is supported.
- To establish compliance with PCI-DSS, support for Transport Layer Security (TLS) Version 1.2 has been added to this fix pack.
- This fix pack includes a replay rule capability for remapping URLs.

You can use the Remap URL feature to remap URL content (external to pages captured for a session) to a new destination.

Remapping URLs is commonly used in situations where the external content is not available or accessible from the original site. A copy is made on another server to which you can remap the URL.

- This fix pack includes a feature that allows users to set values in an **Hour** selector list box for display in the calendar widget in the Top Mover report.
- IBM Tealeaf Version 9.0.2 fix pack 1 does not require the .NET Framework to be present in order to install CX RealiTea Viewer, as CX RealiTea Viewer does not require .NET (AT&T 11748021).
- This fix pack includes the following improvements to the user interface:
 - *Color contrast change to UI text*
In the session search after selecting an Event, the Event name displayed in light gray, making it difficult to see.
 - *Additional hover help*
Hover help has been added to the Event name.
Event labels are displayed in the Event tooltip.

– *Usability improvements to the Report builder*

The following issues have been addressed:

- There was no event detail hover popup on the Event name in the left pane.
- On the chart, where the Event name is displayed in the legend as an image, it is OK to not have an event detail hover popup.
- On the report grid table header there is no Event detail hover help on the Event name.
- In report details, in metrics, there is no event detail hover popup on the Event name

– *Stylistic consistency*

Updates have been made to the style of the Event detail hover help to make it consistent with other hover help in the UI.

An issue that kept the Event detail hover help in Event selector (for Chrome renderer) displayed until the screen was refreshed, has been fixed.

- This fix pack includes formatting improvements to the Calendar widget in Report Builder.
- This fix pack strengthens password requirements for Tealeaf Portal.

The following password requirements for Tealeaf Portal have been implemented in this fix pack:

– Password length:

Passwords must be a minimum length of eight characters.

– Password complexity:

Passwords must include three of the following four types of characters:

- Numeric
- Special characters
- Upper case letters
- Lower case letters

– Password expiration:

Passwords expire every 60 days

– Password history

A password cannot be the same for 12 iterations.

– Password reset limitations

A password cannot be reset by user more than once in a 24 hour period.

– Account lockout threshold

After 5 failed login attempts, the user account is locked and the user will not be allowed to log in.

- This fix pack includes improved compression buffer memory management, optimizing Replay Server and Render performance for large data payloads access.

Bug fixes

- A defect that prevented Replay Server from *waiting* or *killing* the Internet Explorer (IE) renderer during a restart has been fixed.
- A defect that prevented cxOverstat snapshot processing from handling the **srcset** attribute in an image tag (``) has been fixed.
- A defect that prevented users from *non-admin groups* from exporting TLA sessions from BBR has been fixed.

- A defect that caused the **Page load details** button to be displayed erroneously in the cxOverstat overlay has been fixed.
- A defect that caused Tealeaf to list the full path in Snapshots/files.txt, instead of the file name only, has been fixed.
- Improvements to the Event selector UI
In this fix pack, users can size the Event selector and they can also drag it to a different location on the screen.
- This fix pack includes enhancements to how gestures from Hybrid applications are processed in Browser Based Replay.
- This fix pack provides randomization of the selection of renderers, which minimizes the chances of hitting the same renderer instance each time.
With randomization, the renderer load is distributed randomly, creating a more balanced pattern of usage and more balanced growth in memory across the renderers.

Note: The random distribution of renderers does not guarantee an *even* distribution of renderers.

- A defect that caused pseudo translations to be missing from the CEP session agent in the Event Bus Configuration has been fixed.
- A PCA remediation for CVE-2015-2808 (Bar Mitzvah) has been fixed.
- A stack corruption defect that caused PCA crashes related to privacy has been fixed.
- A defect that caused Browser Based Replay to not display unresponsive gestures for hybrid sessions has been fixed.
- A defect that caused Browser Based Replay to not load the correct images that were stored inside the session has been fixed.
- 32324 - in progress A defect where a URLField - blocking rule masks white-listed value (when the preceding field has no value), has been fixed.
- Defects that resulted in BBR memory leak issues in the Mozilla renderer have been fixed.
- A defect that caused the replay server to crash due to initialized iterate has been fixed.
- Memory leak issues in uriLoadSession of Replay Server have been fixed in this release.
- A defect in BBR that caused all the static content to be accessed via HTTP, even when protocol is set to HTTPS, has been fixed.
- A defect that caused the Raw XML view to extend beyond visible area in the BBR rules editor has been fixed.
- A defect that prevented Admin changes to a user's settings from being saved has been fixed.
- A regression-related defect that caused a radio button in the Tealeaf Portal Search template to not be displayed has been fixed.
- A defect that caused Replay to fail after changing portal to an HTTPS connection has been fixed.
- A defect that prevents the ability to replay sessions in RTV by using the **Search > Active**, **Search > Completed**, or **Search > All Sessions** options from the Portal has been fixed.
- A defect that resulted in a No data Available message and which also prevented images added from the **Basic Components** tab of a dashboard from displaying, has been fixed.

- A defect that caused the Database Table Size report to always come back empty for previous days has been fixed.
- A defect that caused a No Data To Export error in Mozilla Firefox and Internet Explorer and an Object reference not set to an instance of an object error in Google Chrome when trying to download a Tealeaf Archive file from BBR, has been fixed.
- A defect that caused a "No Data to Export" error when using the **View in RTV** option in Browser Based Replay has been fixed.
- A blocking shade defect that caused discrepancies in the Hit counts in Mozilla Firefox and Internet Explorer has been fixed.
- A defect that caused unexpected results when running the Privacy Tester utility through the Tealeaf Management Server has been fixed
- A defect that resulted in the Alert name to display incorrectly in the alert monitor has been fixed.
- A defect that caused Alerts to be generated during the blackout time has been fixed.
- A defect in the Internet Explorer renderer that caused Hit count values to change when selecting an area using the subselect tool and adding or removing metrics, has been fixed.
- A defect that caused a color contrast problem, where the color contrast in Replay did not match the color contrast on the actual web page, has been fixed.
- A defect that caused the TLExtractSvc to fail has been fixed.
- A defect that resulted in empty statistics report for canisters has been fixed.
- A defect that resulted in an incorrect time being displayed for sessions searched and in the report builder when the Windows OS and portal admin group's time zone are different, has been is fixed.
- A defect that caused an "Unable to Update JobList configuration file" error message to display when using the configuration task to create and save a job in cxConnect, has been fixed.
- A defect that caused the BBR Chrome renderer to crash due to corrupt internal buffer open source code has been fixed.
- A defect that caused an assertion failure on memory deallocation from the debug build of BBRRenderer has been fixed.
- A defect that caused Browser Based Replay to be unable to use a Mozilla renderer while replaying hybrid iOS sessions, has been fixed.
- A defect that prevented session replay in RTV from the event editor page when portal uses https has been fixed.
- A defect where the Admin login defaults to Portal Management, and always asks to select a server, has been fixed.
- A vulnerability defect that allowed Portal users to create events using the **Dashboard Import Template**, even though the users did not have authorization to access the Event Manager, has been fixed.
- A defect that prevents Tealeaf from parsing correctly the UserAgentString that contains the browser value **Microsoft Edge** has been fixed.
- A defect where Daily dimension extract files generate errors when loading to the database has been fixed.
- A defect where incorrect attribute labels were displayed for the **PatchResponseWithPostValue** rule has been fixed.
- A defect that caused the Active Events page to be embedded in the Active Sessions page has been fixed.

- Defects that resulted in BBR memory leak issues for the Chrome renderer have been fixed.
- A defect in the GetCacheFile file command that caused the Replay server to generate an incorrect URL has been fixed.
- A defect that enabled would-be attackers to traverse the directories on the Tealeaf server for purposes of reading and writing files using a man-in-the-middle (MITM) attack has been fixed.
- A defect that caused the **Next** button in Browser Based Replay to not function properly when the **Sort > User Timestamp** option is enabled has been fixed.
- A defect where that prevented some BBR toggle options from persisting across sessions has been fixed.
- A defect that caused a problem in adding a hit attribute as a condition to an event definition because of an issue handling the Turkish character *i*, has been fixed.
- A defect that caused the order of events in the Navigation list in Browser Based Replay to be incorrect has been fixed.
- A defect where the Event search does not populate the **Event** field with the Event name has been fixed.
- A defect that caused the following error to display when analyzing Event Activity has been fixed:
"An error has occurred. Please contact the system administrator"
- A defect that caused the **Tap** gesture to display on the wrong area of the screen at replay time has been fixed.
- Issues with the tooltip text for the Top Mover have been fixed.

Chapter 3. IBM Tealeaf documentation and help

IBM Tealeaf provides documentation and help for users, developers, and administrators.

Viewing product documentation

All IBM Tealeaf product documentation is available at the following website:

<https://tealeaf.support.ibmcloud.com/>

Use the information in the following table to view the product documentation for IBM® Tealeaf®:

Table 6. Getting help

To view...	Do this...
Product documentation	On the IBM Tealeaf portal, go to ? > Product Documentation .
IBM Tealeaf Knowledge Center	On the IBM Tealeaf portal, go to ? > Product Documentation and select <i>IBM Tealeaf Customer Experience in the ExperienceOne Knowledge Center</i> .
Help for a page on the IBM Tealeaf Portal	On the IBM Tealeaf portal, go to ? > Help for This Page .
Help for IBM Tealeaf CX PCA	On the IBM Tealeaf CX PCA web interface, select Guide to access the <i>IBM Tealeaf CX PCA Manual</i> .

Available documents for IBM Tealeaf products

The following table is a list of available documents for all IBM Tealeaf products:

Table 7. Available documentation for IBM Tealeaf products.

IBM Tealeaf products	Available documents
IBM Tealeaf CX	<ul style="list-style-type: none">• <i>IBM Tealeaf Customer Experience Overview Guide</i>• <i>IBM Tealeaf CX Client Framework Data Integration Guide</i>• <i>IBM Tealeaf CX Configuration Manual</i>• <i>IBM Tealeaf CX Cookie Injector Manual</i>• <i>IBM Tealeaf CX Databases Guide</i>• <i>IBM Tealeaf CX Event Manager Manual</i>• <i>IBM Tealeaf CX Glossary</i>• <i>IBM Tealeaf CX Installation Manual</i>• <i>IBM Tealeaf CX PCA Manual</i>• <i>IBM Tealeaf CX PCA Release Notes</i>

Table 7. Available documentation for IBM Tealeaf products (continued).

IBM Tealeaf products	Available documents
IBM Tealeaf CX	<ul style="list-style-type: none"> • <i>IBM Tealeaf CX RealTea Viewer Client Side Capture Manual</i> • <i>IBM Tealeaf CX RealTea Viewer User Manual</i> • <i>IBM Tealeaf CX Release Notes</i> • <i>IBM Tealeaf CX Release Upgrade Manual</i> • <i>IBM Tealeaf CX Support Troubleshooting FAQ</i> • <i>IBM Tealeaf CX Troubleshooting Guide</i> • <i>IBM Tealeaf CX UI Capture j2 Guide</i> • <i>IBM Tealeaf CX UI Capture j2 Release Notes</i>
IBM Tealeaf cxImpact	<ul style="list-style-type: none"> • <i>IBM Tealeaf cxImpact Administration Manual</i> • <i>IBM Tealeaf cxImpact User Manual</i> • <i>IBM Tealeaf cxImpact Reporting Guide</i>
IBM Tealeaf cxConnect	<ul style="list-style-type: none"> • <i>IBM Tealeaf cxConnect for Data Analysis Administration Manual</i> • <i>IBM Tealeaf cxConnect for Voice of Customer Administration Manual</i> • <i>IBM Tealeaf cxConnect for Web Analytics Administration Manual</i>
IBM Tealeaf cxOverstat	<i>IBM Tealeaf cxOverstat User Manual</i>
IBM Tealeaf cxReveal	<ul style="list-style-type: none"> • <i>IBM Tealeaf cxReveal Administration Manual</i> • <i>IBM Tealeaf cxReveal API Guide</i> • <i>IBM Tealeaf cxReveal User Manual</i>
IBM Tealeaf cxVerify	<ul style="list-style-type: none"> • <i>IBM Tealeaf cxVerify Installation Guide</i> • <i>IBM Tealeaf cxVerify User's Guide</i>
IBM Tealeaf cxView	<i>IBM Tealeaf cxView User's Guide</i>
IBM Tealeaf CX Mobile	<ul style="list-style-type: none"> • <i>IBM Tealeaf CX Mobile Android Logging Framework Guide</i> • <i>IBM Tealeaf Android Logging Framework Release Notes</i> • <i>IBM Tealeaf CX Mobile Administration Manual</i> • <i>IBM Tealeaf CX Mobile User Manual</i> • <i>IBM Tealeaf CX Mobile iOS Logging Framework Guide</i> • <i>IBM Tealeaf iOS Logging Framework Release Notes</i>

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